

Service Area Plan

Department of Mines, Minerals and Energy

Coal Worker Safety (50605)

Service Area Background Information

Service Area Description

This service area implements the Virginia Coal Mine Safety Act and attendant regulations. The coal mine safety laws and regulations protect workers on coal mines and other public affected by the operations from risks due to unsafe conditions and unsafe acts on the operations. Products and services include:

- Customer service, such as training, technical assistance, job safety analysis, and risk assessment.
- Inspection and enforcement of the coal mine safety laws and regulations.
- Certification of general coal mine workers and miners performing specialized coal mining tasks.
- Licensing of and approval of mining plans on coal mine sites.
- Regulatory development to establish minimum requirements for worker and public safety on coal mine sites.
- Emergency response to mine accidents.

Service Area Alignment to Mission

This service area directly aligns with DMME's mission of enhancing the development of energy resources in a safe and environmentally sound manner to support a more productive economy.

Service Area Statutory Authority

- Chapters 14.2 through 14.4 of Title 45.1 of the Code of Virginia, known as the Virginia Coal Mine Safety Act, establish the minimum requirements for coal mine safety in Virginia. While Virginia's coal mine safety program is implemented independent of the federal mine safety program, the federal Department of Labor, Mine Safety and Health Administration recognizes, under its regulations, the state certifications of persons completing specialized duties on coal mines such as mine foremen and mine electricians.
- Chapters 18 of Title 45.1 of the Code of Virginia establishes requirements for construction and operation of major refuse piles, and water and silt retaining dams on coal mines in Virginia.

Service Area Customer Base

| Customer(s) | Served | Potential |
|--|--------|-----------|
| Affiliated mineral extraction business interests | 850 | 850 |
| Coal mine workers | 4,558 | 4,558 |
| Other governmental agencies | 30 | 30 |
| Producing coal mines | 294 | 294 |

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Anticipated Changes In Service Area Customer Base

Coal mine operators

- The number of permitted coal mining operations has historically fluctuated based on the change in energy price. The price fluctuates based on supply and demand of the types of coal produced in Virginia. As the price rises, production generally increases as known coal reserves become economically viable and are brought on line. Recently there has been a sharp increase in energy costs, with the price of coal increasing to over \$50/ton for steam grade coal and over \$100/ton for metallurgic coal in the first half of 2005. This has caused the 15-year trend of decreasing coal production to be stabilized or even reversed. In 2004, 30,564,816 tons of coal were produced from 294 coal mines. DMME expects the number of coal mines and tonnage produced to be stable or slightly increase as long as the price of coal remains above \$40/ton. Remaining minable and merchantable reserves are of high quality, metallurgical or steam compliance grade, and are in demand in the marketplace.
- Coal supply contracts with utility users typically run for two to five years. As utilities rebid or renew their supply contracts, operators may open or close mines depending on the outcome of the bidding. This can cause the number of mines and tonnage to fluctuate over time.
- While the overall trend of production should be stable, there may be some temporary fluctuations in the tonnage of coal produced as large mines are put in or taken out of operation. For example, the 2005 tonnage should be lower than 2004 since Virginia's highest producing coal mine was closed from February to June due to a mine fire. These situations usually cause an increased amount of DMME work to deal with the situation causing the problems. DMME incurred about \$60,000 in unbudgeted overtime costs due to the February 2005 mine fire.

Coal mine workers

- Coal mine employment in Virginia is related to the amount of coal produced in the state and the mechanization of mining. The number of Virginia coal miners peaked in 1949 at 18,341 (coincident with the introduction of continuous mining machines) and peaked again in 1977 at 15,742 (coincident with rising oil prices at that time).
- The number of coal miners in Virginia has decreased since 1977, with 10,265 miners producing coal in 1989; 8,318 producing coal in 1994; 5,456 producing coal in 1999; and 4,558 producing coal in 2004. DMME expects the total number of miners to remain relatively stable or increase slightly if coal prices remain high.
- The average age of a coal miner in Virginia is over 50. A large percentage of working miners will be reaching retirement age in the next five years. Mining companies are already facing difficulties replacing these miners with new employees. This need for new miners is causing an increasing demand for coal miner certification training and other new miner services. Use of new miners also increases the need for mine safety services. New miners traditionally are more likely to be involved in a mine accident or be injured.
- Virginia coal mine workers' productivity has increased over time, so that fewer workers are needed to mine each ton of coal. This has primarily been made possible by the use of new technologies for coal extraction, ventilation control, roof control, and other areas. Productivity has increased from 4,430 tons/miner/year in 1989 to 6,707 tons/miner/year in 2004.

Affiliated mineral extraction business interests

- Numerous businesses support mineral extraction operations. These include engineering firms that assist with permit preparation and facility design; independent contractors providing non-mining services at mine sites (such as blasting, mobile equipment lubrication and maintenance, logging, overburden removal, plant construction); off-site contractors (such as equipment manufacturers, machine repair or rebuild companies, specialty clothing suppliers); independent trucking companies hauling mined material from a mine; to title attorneys and others. Coalbed methane well operators are also affiliated with coal mining. Many coal mines could not be operated due to excessive amounts of methane found in the coal if some of the methane is not removed first from coalbed methane wells.
- DMME expects to see an increase in the number of affiliated business interests. Mining companies are

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increasingly outsourcing work on mines. DMME has been given expanded responsibility for regulation of activities of independent contractors on coal and mineral mines. The department expects the number of independent contractor customers to continue to grow.

Other governmental agencies

- DMME provides geologic, mineral resource, and energy information to a wide variety of governmental agencies that have business relationships with the mineral extraction industry. For example, DMME provides information on coal tonnage to counties collecting severance tax and conditions issuance of coal mine licenses upon proof of payment of local coal severance, personal property, real estate, and mineral land taxes. The agency also provides coal tonnage and worker data to the Department of Taxation for use in evaluating the Coalfield Employment Enhancement Tax credits, and provides worker and accident data to the State Corporation Commission in its evaluation of workers compensation insurance rates.
- DMME coordinates mineral extraction regulatory activities with the similar regulatory agencies in neighboring states and in the federal government. Coal miners living in the area regularly cross state borders in the course of their employment and mining companies operate mines in all three states. DMME has implemented reciprocal agreements with neighboring states addressing worker certification and coordination of programs and regulatory coverage. Additionally, both the federal and state governments inspect coal mines for worker safety, requiring coordination among the programs.
- DMME also works closely with Southwest Virginia and Mountain Empire Community Colleges on miner training by providing training material and train-the-trainer instruction.
- The number of governmental agency customers related to coal mine safety should remain relatively stable over time.

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Service Area Products and Services

- Customer assistance
 - Job safety analysis, risk assessment, hazard identification, training, technical assistance, education, and cooperative projects to enhance mine safety.
 - Customer assistance services assist customers to maintain safe coal mines in compliance with regulatory requirements.
- Inspection and enforcement
 - Thorough and consistent inspection and enforcement of laws and regulations addressing worker safety on coal mines. Assessment of company and individual responsibility and liability as appropriate. Investigate accidents and complaints.
 - Inspection and enforcement services assist customers to maintain safe coal mines in compliance with regulatory requirements.
- Certification
 - Certification of persons performing mining and other specialized tasks on coal mines, such as certification of general coal miners, mine foremen, blasters, electricians, underground diesel equipment mechanics, gas detection, hoisting engineer, and others.
 - Coal miner certification services assure workers performing specialized tasks necessary to maintain safe sites are qualified to perform these tasks.
- Licensing and plan review
 - Plan review and approval and coordination with other agencies' regulatory requirements.
 - Plan review services ensure coal mining operations can be conducted safely and in compliance with mineral extraction laws and regulations.
- Regulatory development
 - Establishing minimum safety requirements consistent with the Virginia Coal Mine Safety Act.
 - Regulatory services ensure the legal standards governing coal mining operations will result in safe operations while establishing the minimum required intrusion in licensed operations.

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Factors Impacting Service Area Products and Services

- Customer assistance requests are expected to increase as energy costs remain high. Operators will want assistance offsetting higher costs for their energy supplies. Coal mining companies will reopen idled or closed sites as coal prices increase so that the activity will provide a reasonable return on investment to the company and its shareholders. Companies also will open operations in remnant reserve areas where geologic conditions are difficult. This places additional demand on DMME assistance and miner training to address worker safety requirements. Increased use of contractors will result in increased requests for training and assistance from the contractors.
- Expansion of web-based electronic government capability will increase the efficiency of mine licensing and reporting by mine operators.
- Increased turnover in coal mine workers due to an aging miner workforce and competition with other industries and each other will increase the need for coal mine safety training and certification services.
- Coal mine operators will increasingly use independent contractors for a wide variety of services on coal mines.
- There are over 3,900 natural gas and coalbed methane wells in Southwest Virginia, with many in or near coal mines. Coal mine operators must coordinate their mining plans with these gas and oil operations. Coal mine operators must work around gas wells penetrating the coal seam to reach deeper sources of gas. Coal mine ventilation systems must be operated in close cooperation with operators of coalbed methane wells draining methane from the mine.
- Coal mine operators are required to complete ground control plans under the 2005 amendments to the Virginia Coal Mine Safety Act. As part of these plans, operators must designate and take special precautions around “Red Zones”, or areas where there are increased risks from ground-control failures. Coal mine operators also must upgrade their emergency response plans and emergency equipment in accordance with 2006 amendments to the Virginia Coal Mine Safety Act. These plans must be approved by DMME. DMME is also charged with evaluating the capabilities and availability of underground coal mine wireless communication and tracking systems. DMME may require use of such systems when they are found effective.
- Issues related to proper control of coal mine refuse impoundments have caused mine operators to develop more comprehensive plans to ensure safety around the impoundments. State review of these plans must be coordinated among the mine operator, DMME, and the federal Mine Safety and Health Administration.
- Drug abuse, particularly with drugs such as methamphetamines, has become more widespread in the Southwest Virginia/Kentucky/Tennessee/West Virginia area. This has caused increased suspicions that drug abuse is a factor in mine accidents, injuries, and fatalities. The federal Mine Safety and Health Administration has led a tri-state effort to raise awareness of this issue.
- With increased availability of digitized underground mine maps, mine operators will request more DMME Division of Mines’ assistance to account for the presence of the old mine works. This will result in a safer mining environment.
- Permitting of new mineral extraction sites will become more difficult as surface coal mining sites move closer to built-up areas due to the limited areas of remaining coal reserves.
- Development of the Coalfield Expressway (CFX) across Buchanan, Dickenson, and part of Wise counties will increase the need for waivers of coal mining regulatory coverage when the highway construction crosses

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coal-bearing property. Revenue from coal removed during construction is being counted on to reduce the project costs.

- Past reductions in DMME's budgets has caused the agency to increasingly rely on license revenue. DMME will spend down fund balances from these sources in the coming year and will need additional general fund support to maintain current levels of mine safety services in the next biennium.

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Anticipated Changes To Service Area Products and Services

- The demand for DMME's customer services is anticipated to increase as the mineral extraction industry faces continuing business challenges and as energy costs remain high.
- DMME training (new miner and annual retraining) and certification services are anticipated to increase as the high number of older workers in the coal industry retire and are replaced with younger workers needing to be certified.
- DMME will have to increase mine safety training and certification services to independent contractors on mine sites as mine operators increasingly contract work out.
- DMME must inspect for and approve additional mining plans, such as ground control and roof control plans, and work with mine operators to designate "Red Zones" for safety, as a result of 2005 amendments to the Virginia Coal Mine Safety Act. This places additional demands on existing staff in the DMME's coal mine safety service area.
- The scope of state review of mine refuse impoundment plans is increasing and more work will be necessary to coordinate the plan reviews among the mine operator, DMME, and the federal Mine Safety and Health Administration.
- With the increased frequency of drug abuse in the Southwest Virginia/Kentucky/Tennessee/West Virginia area, DMME will need to assess possible drug involvement in accident investigations and address drug abuse as part of training programs.
- The increasing availability of digital underground mine maps will increase the time DMME spends assisting mine operators through review of mine plans and responding to requests to search for the locations of adjacent underground mine workings.
- DMME will need to increase its efforts to develop web-based electronic government capability to meet industry needs and improve efficiency of operations.
- The increasing numbers of gas wells being drilled in coal mining areas has increased DMME's coal mine safety work in order to properly coordinate mining and the gas and oil operations. This requires active coordination between DMME's coal mine safety, coal mine land reclamation, and gas and oil programs.
- DMME will need to take additional actions to address drug use among miners such as testing for drugs as part of accident investigations.
- Plan review services will grow as mineral extraction operators take advantage of high energy prices by opening additional coal mines.
- DMME expects it may lose coal mine safety program employees to mine operators as these companies increase their salaries to respond to labor shortages. DMME will also be faced with increasing difficulty in attracting new, highly experienced employees at current state salaries.

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Service Area Financial Summary

The Coal Worker Safety service area funding comes from general funds (87%), federal funds (7%), license and certification fees (3%), and state designated mine rescue team dues (3%).

| | <u>Fiscal Year 2007</u> | | <u>Fiscal Year 2008</u> | |
|---------------------------|-------------------------|------------------------|-------------------------|------------------------|
| | General Fund | Nongeneral Fund | General Fund | Nongeneral Fund |
| Base Budget | \$3,485,215 | \$516,575 | \$3,485,215 | \$516,575 |
| Changes To Base | \$529,631 | \$5,000 | \$529,631 | \$5,000 |
| SERVICE AREA TOTAL | \$4,014,846 | \$521,575 | \$4,014,846 | \$521,575 |

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Service Area Objectives, Measures, and Strategies

Objective 50605.01

To eliminate unsafe practices and conditions, which contribute to accidents, injuries, and fatalities.

Protection of worker and public safety from the dangers on coal mine sites is of critical importance to ensure the safety of Virginians working on or living near coal mine sites. Dangers may be present due to unsafe conditions or improper actions by miners. DMME's coal mine safety program provides inspection and enforcement of mine safety based on a risk assessment of mines, with the riskiest mines receiving a higher level of services.

This Objective Supports the Following Agency Goals:

- Provide for safe and environmentally sound mineral and fossil fuel extraction.
(This objective is consistent with DMME's mission of enhancing the development of energy resources in a safe manner. The coal mine safety program is mandated in Chapters 14.2 through 14.4 of Title 45.1 of the Code of Virginia, known as the Virginia Coal Mine Safety Act. Safety around impoundments on coal mines is mandated in Chapter 18 of Title 45.1 of the Code of Virginia. This objective aligns with DMME's strategic direction under goal 1, "Provide for safe and environmentally sound mineral and fossil fuel extraction", and with the long-term objectives of Virginia to protect the public safety and to protect, conserve, and wisely develop our natural resources.)

This Objective Has The Following Measure(s):

- **Measure 50605.01.01**

Serious personal injury-fatality rate on coal mine sites.

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: 0.46 (avg. CY 2000 - 2004)

Measure Target: <0.46 (avg. CY 2002 - CY 2006)

Measure Source and Calculation:

Data is collected from reports of serious personal injuries and fatalities submitted by licensed coal mine operators throughout the year, and the reports of employee work hours reported by licensed coal mine operators on their annual tonnage reports submitted to DMME. The rate is calculated as the number of serious personal injuries and fatalities per 200,000 work hours. This measure is calculated on a calendar year basis. DMME evaluates the five-year rolling average of this rate to determine the trend.

- **Measure 50605.01.02**

Percentage of safety violations eliminated by their due date.

Measure Type: Outcome **Measure Frequency:** Every Six Months

Measure Baseline: 96.2% (avg. FY 2001 - FY 2005)

Measure Target: >=95% (FY 2007 - FY 2008)

Measure Source and Calculation:

This measure is calculated using information from DMME's automated enforcement systems. Records of violations show date issued, target date for correcting the violation, and date the violation is corrected. The percentage is calculated based on total number of safety violations corrected by their due dates and of total safety violations issued.

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Objective 50605.01 Has the Following Strategies:

- The DMME Division of Mines will identify and eliminate unsafe conditions and practices through consistent, thorough inspections and compliance assistance. Inspections will be conducted at 100 percent frequency as mandated by risk assessment. Follow-up spot inspections and contacts with customers and stakeholders will be conducted to evaluate the extent that risk and safety concerns are addressed.
- The DMME Division of Mines will investigate all accidents and take actions to prevent reoccurrences.
- The DMME Division of Mines will minimize duplication of inspection activities through communications, coordinated inspections, and investigations with the U.S. Mine Safety and Health Administration (MSHA) and other state and federal agencies.
- The DMME Division of Mines will ensure increased public protection in “Red Zone” areas and coal miner worker safety by:
 - Coordinating activities with the DMME Division of Gas and Oil, including establishing procedures for review and evaluation of gas well locations, sharing information, and developing an accurate database of gas well locations.
 - Enabling DMME Division of Mines staff to effectively use the DMME MapGuide application to evaluate gas well locations.
 - Verifying the location of gas wells and gas gathering pipelines prior to approving plans to mine within 200 feet of such wells or pipelines.
- The DMME Division of Mines will ensure increased public protection in "Red Zone" areas and coal mine worker safety by:
 - Training division employees in plan requirements, guidelines, procedures, and on-site applications.
 - Reviewing ground control plans for adequacy with special emphasis on "Red Zone" areas and conducting effective inspections, including joint inspections of outer perimeter "Red Zone" areas, with the DMME Division of Mined Land Reclamation.
- The DMME Division of Mines will encourage industry compliance and discourage a pattern of violations by using options, such as:
 - Reviewing compliance performance with customers.
 - Written communications from the Chief and technical specialists.
 - Technical specialist visits.
 - Referrals to the Board of Coal Mining Examiners.
 - Visits by supervisors to review compliance trends.
 - Individual violations.
 - On-site examinations of certified mine foremen.
- The DMME Division of Mines, in coordination with the DMME Division of Mined Land Reclamation, U.S. Mine Safety and Health Administration, and U.S. Office of Surface Mining, will ensure compliance in design, construction, and other related areas, including public safety relative to coal slurry, silt retaining dams, mine refuse piles, and impounded water.
- The DMME Division of Mines will conduct individual job and site specific safety communications through personal contacts, safety talks, new miner contacts, semi-annual formal job safety observations, and other meetings.
- The DMME Division of Mines will review and maintain plans and maps by following the established routing process, coordinating site visits, conducting follow-up visits, and communication and coordination with the workforce where significant plan changes occur.

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- The DMME Division of Mines will provide quality license processing and certification review and approval. Unlicensed mining activities will be eliminated, including coordination with the DMME Division of Mined Land Reclamation to require licensing for reclamation of abandoned sites previously licensed as coal mines.
- The DMME Division of Mines will assist and collaborate with other divisions and agencies in investigating mine personnel and public health and safety concerns, environmental issues, gas well issues, complaints, compliance with regulatory standards, and seek joint resolution of significant and emerging issues.
- The DMME Division of Mines, through groups such as the Virginia Coal Association, the coal industry Problem Solving Group, the Virginia Coal Mine Safety Board, and other agencies and customers, will seek input on inspection and technical assistance effectiveness.
- The DMME Division of Mines will actively pursue methods to address substance abuse at coal mines and its impact on the health and safety of miners.

Objective 50605.02

To improve the knowledge and skills of coal mine workers.

Unsafe acts are a substantial cause of mine safety problems. DMME provides services to coal mine operators and miners through the Accident Reduction Program, Small Mine Safety Services, education and training of miners, and certification of general coal miners and miners performing specialized mining tasks to ensure miners have the knowledge and skills to work safely.

This Objective Supports the Following Agency Goals:

- Provide for safe and environmentally sound mineral and fossil fuel extraction.
(This objective is consistent with DMME's mission of enhancing the development of energy resources in a safe manner. The coal mine safety program is mandated in Chapters 14.2 through 14.4 of Title 45.1 of the Code of Virginia, known as the Virginia Coal Mine Safety Act. Safety around impoundments on coal mines is mandated in Chapter 18 of Title 45.1 of the Code of Virginia. This objective aligns with DMME's strategic direction under goal 1, "Provide for safe and environmentally sound mineral and fossil fuel extraction", and with the long-term objectives of Virginia to protect the public safety and to protect, conserve, and wisely develop our natural resources.)

This Objective Has The Following Measure(s):

- **Measure 50605.02.01**

Percentage of coal miners satisfied with DMME coal mine safety training.

Measure Type: Outcome **Measure Frequency:** Every Six Months

Measure Baseline: 70.2% (avg. FY 2004 - FY 2005).

Measure Target: >=70% (FY 2007 - FY 2008).

Measure Source and Calculation:

Data are taken from forms completed by participants in the DMME's mine safety training classes. Responses are given on a scale of 1 (poor) to 5 (very helpful or very effective). The number of persons rating the training as 5 (very helpful or very effective) is divided into the total number of persons responding to the training evaluation questions to calculate a percentage.

Objective 50605.02 Has the Following Strategies:

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- The DMME Division of Mines, through the Accident Reduction Program (ARP), will analyze serious injury accidents and fatalities and prepare safety alerts and other safety material for timely distribution.
- The DMME Division of Mines will assess the education and training needs of coal mine workers, and develop training materials based on mining trends to reduce accidents, injuries, and violations.
- The DMME Division of Mines will provide substance abuse training to:
 - Certified mine foremen through continuing education training.
 - Coal miners through the general coal miner training.
 - Persons taking training from other training providers through developed material.
- The DMME Division of Mines will provide the Small Mine Safety Service to participating coal mining operations.
- The DMME Division of Mines will conduct the Accident Reduction Program (ARP) at selected coal mining operations based on number and severity of accidents and the mine's risk assessment.
- The DMME Division of Mines will continue to provide a certification program, which includes examinations, study guides, and opportunities for reciprocity with other states.

Objective 50605.03

To improve the quality of emergency preparedness and emergency responses.

Coal mine rescue capability must be maintained to respond to mine accidents and emergencies. Companies may maintain internal mine rescue teams or contract with outside mine rescue teams. DMME manages the state-designated mine rescue team service to provide these outside mine rescue services. DMME also maintains two coal mine emergency response teams. These teams must maintain regular training. Rescue team capability is measured through rescue team facility inspections and regular mine rescue team competitions.

This Objective Supports the Following Agency Goals:

- Provide for safe and environmentally sound mineral and fossil fuel extraction.
(This objective is consistent with DMME's mission of enhancing the development of energy resources in a safe manner. Mine rescue activities are mandated in Article 6, Sections 45.1-161.67 to 161.76 of Chapter 14.2 of Title 45.1 of the Code of Virginia, known as the Virginia Coal Mine Safety Act. This objective aligns with DMME's strategic direction under goal 1, "Provide for safe and environmentally sound mineral and fossil fuel extraction", and with the long-term objectives of Virginia to protect the public safety and to protect, conserve, and wisely develop our natural resources.)

This Objective Has The Following Measure(s):

- **Measure 50605.03.00**

Violation rate of emergency response provisions of the Coal Mine Safety Act.

Measure Type: Outcome **Measure Frequency:** Every Six Months

Measure Baseline: 1.49 (avg. FY 2001 - FY 2005)

Measure Target: <= 1.5 (avg. FY 2003 - FY 2007)

Measure Source and Calculation:

This measure is calculated using information from DMME's automated coal mining enforcement system. The number of violations written against emergency response provisions of the law are divided by the total inspection hours during that quarter, multiplied times 100. The five-year rolling average is then calculated from quarterly data.

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Objective 50605.03 Has the Following Strategies:

- The DMME Division of Mines will maintain two, well trained and equipped mine emergency response teams (ERT) with attention paid to diversity of member skills, member rotation, and employee interest.
- The DMME Division of Mines will ensure that emergency response plans are up to date and effective for each mine. A mine emergency preparedness audit will be conducted by September 1, 2006.
- The DMME Division of Mines (DM) will conduct drills utilizing emergency response teams and other DM staff. An in-house emergency drill, which includes the use and maintenance of the emergency response trailers, will be conducted annually.
- The DMME Division of Mines (DM) will administer the state-designated mine rescue team program to make available the required U.S. Mine Safety and Health Administration mine rescue team coverage for participating mining operations. DM technical specialist staff will inspect state designated mine rescue stations at least quarterly.
- The DMME Division of Mines will participate in the Virginia Mining Institute, Virginia Mining Association, and the National Mine Rescue contests.
- The DMME Division of Mines will expand contacts with state and federal agencies and customers to explore opportunities for coordination of shared regulatory authority, coordination of available resources, and review of current and anticipated issues and impacts to agencies and customers.
- The DMME Division of Mines will assess wireless communication and miner location systems to determine their effectiveness and availability.

Objective 50605.04

To improve our customers' ability to establish and maintain efficient, viable operations.

DMME helps regulated entities establish and maintain economically viable operations that will be both profitable and operate safely and respectfully of the environment. DMME provides services, such as safety site visits, training, 30-day contact visits for new mine operators, reopening inspections, consulting services, and technology transfer.

This Objective Supports the Following Agency Goals:

- Encourage economic development through our customers' wise management of Virginia's energy, mineral, land, and water resources.
(This objective is consistent with DMME's mission of enhancing the development of energy resources to support a more productive economy. This objective aligns with DMME's strategic direction under goal 2, "Encourage economic development through our customers' wise management of Virginia's energy, mineral, land, and water resources", and with the long-term objectives of Virginia to protect, conserve, and wisely develop our natural resources and be a national leader in the preservation and enhancement of our economy.)

This Objective Has The Following Measure(s):

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- **Measure 50605.04.01**

Percentage of customers satisfied that DMME mine safety assistance helps them maintain efficient, viable

Measure Type: Outcome **Measure Frequency:** Every Six Months

Measure Baseline: 94.9% (avg. FY 2003 - FY 2005).

Measure Target: $\geq 90\%$ (FY 2007 - FY 2008).

Measure Source and Calculation:

Data is taken from external surveys of DMME customers. They are queried about whether DMME assistance helps them maintain efficient, viable operations. The percentage of positive responses is calculated from the total number of surveys received.

- **Measure 50605.04.02**

Percentage of forms submitted by customers electronically.

Measure Type: Outcome **Measure Frequency:** Every Six Months

Measure Baseline: 50% (avg. FY 2003 - FY 2005).

Measure Target: $\geq 75\%$ (FY 2008)

Measure Source and Calculation:

The DMME Division of Mines counts the number of forms submitted from activity logs. The measure is calculated as a percentage of forms submitted electronically as compared to the estimate of the total number of forms submitted to the division.

Objective 50605.04 Has the Following Strategies:

- The DMME Division of Mines (DM) will assist customers through site visits, training, technology transfers, consulting services, referrals, 30-day contacts for new mine operations, reopening inspections, and customer requests. DM staff will review and update the policy and procedure manual to better assist its customers.
- The DMME Division of Mines will continue to pursue the development of the underground coal mine mapping program by:
 - Actively seeking out and scanning available map collections.
 - Informing and enabling DMME personnel to use currently available program features.
 - Giving feedback about the use of the underground mine mapping geographic information system by our customers.
 - Actively seeking financial resources to enhance and support the coalbed mapping program.
- The DMME Division of Mines will involve its customers and stakeholders in developing and implementing agency process improvements (receive, use, and store) to include business-to-government electronic transactions and coordinated electronic submittal of regulatory information, so that services are provided in the least costly and burdensome manner.
- The DMME Division of Mines will conduct meetings with the U.S. Mine Safety and Health Administration, other state agencies, and industry groups in regard to consistency, problem solving, communications, relations, and emerging issues such as control of worker's compensation costs.

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- The DMME Division of Mines, in conjunction with other divisions, will partner with coal industry, education and training providers, and other state and local governmental entities to develop a plan for providing well trained and skilled personnel for Virginia's coal mining industry. The plan will focus on the following:
 - Industry needs for new qualified personnel and improved critical skills of experienced personnel.
 - Identifying critical needs and coordinating educational resources with external trainers and instructors.
 - Seeking funds and pooling of resources from stakeholders and other public and private entities.
- The DMME Division of Mines will collaborate with state, regional, and local economic development organizations to provide information on the mineral and energy infrastructure available for business development.
- The DMME Division of Mines will assist customers by review of maps for the Coalfield Employment Enhancement Tax Credit.
- The DMME Division of Mines will assist the DMME Division of Energy with the Virginia Energy Plan.

Objective 50605.05

To improve our customers' knowledge of coal mining related activities.

DMME provides its customers with information to help them have the knowledge needed to make decisions about their operations. This can take the form of providing information on development opportunities to economic development organizations to help develop mined land for beneficial land uses, to providing web-based information on coal mine safety, to promoting award programs, to responding to emerging issues that may affect their operations.

This Objective Supports the Following Agency Goals:

- Encourage economic development through our customers' wise management of Virginia's energy, mineral, land, and water resources.

(This objective is consistent with DMME's mission of enhancing the development of energy resources to support a more productive economy. This objective aligns with DMME's strategic direction under goal 2, "Encourage economic development through our customers' wise management of Virginia's energy, mineral, land, and water resources", and with the long-term objectives of Virginia to protect, conserve, and wisely develop our natural resources and be a national leader in the preservation and enhancement of our economy.)

This Objective Has The Following Measure(s):

- **Measure 50605.05.01**

Percentage of customers satisfied with coal mine safety information and data provided by DMME.

Measure Type: Outcome **Measure Frequency:** Every Six Months

Measure Baseline: 96.6% (avg. FY 2003 - FY 2005)

Measure Target: >=90% (FY 2007 - FY 2008)

Measure Source and Calculation:

Data is taken from customer survey questions addressing satisfaction with DMME Division of Mines safety information. The percentage of customers rating themselves as satisfied is calculated.

Objective 50605.05 Has the Following Strategies:

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- The DMME Division of Mines will participate in state, regional, and local economic development organizations to enhance development while focusing on:
 - Energy advisory team.
 - Industrial parks.
 - Commercial development sites.
 - Highway construction projects.
 - Coal to liquid.
- The DMME Division of Mines will continue to improve the delivery of customer services via the DMME web site, including an interactive ability to facilitate communication with citizens and expand the number of products that are electronically available.
- The DMME Division of Mines will actively pursue projects, resources for coal mining technology, and provide customers with current data regarding this technology.
- The DMME Division of Mines will partner with stakeholders and will support state, regional, and local economic development organizations to enhance economic development and other beneficial uses of mined land.
- The DMME Division of Mines will actively participate in programs sponsored by industry associations, schools, civic and professional groups, including award programs, workshops, and seminars.
- The DMME Division of Mines will identify emerging issues, such as substance abuse, seismic exploration, slurry injection, and single source coal reporting. DMME will work with its customers and stakeholders to address potential impacts.
- The DMME Division of Mines will identify, prioritize, develop, and make available information that responds to customers' requests.